

# DOL Human Capital Metrics

Metric	Definition	Standard or Goal	Baseline	Source	Frequency	Status
<b>Strategic Alignment</b>						
FHCS #2 – Managers review/ evaluate organization's progress toward meeting its goals and objectives.	Percent who agree or strongly agree	75% favorable	72.8%	FHCS	Biennial	Next survey in FY 2004
FHCS #5 – I know how my work relates to the agency's mission and goals.	Percent who agree or strongly agree	80% favorable	89.1%	FHCS	Biennial	Next survey in FY 2004
<b>Workforce Planning and Deployment</b>						
Agency Scorecard - restructuring and layering	Percent receiving green rating	90% on target	Q3 / FY 2003	Scorecard reports	Semi-annually	1 <sup>st</sup> and 3 <sup>rd</sup> quarters
Usage of HC dashboard	Number of hits	TBD	FY 2004	---	Annually	Begin in FY 2004
Vacancy announcements with automated rating and ranking	Percentage of total	60% automated	TBD	TBD	Quarterly	TBD
<b>Leadership and Knowledge Management</b>						
Bench strength for SES	Number in training or who have completed training	70% of projected gap	TBD in FY 2004	Brio	Annually	Begin in FY 2004
Bench strength for mid-level management	Number in training or who have completed training	70% of projected gap	TBD in FY 2004	Brio	Annually	Begin in FY 2004
Placement rates for SES and MDP programs.	Number of graduates placed or promoted within 2 years	80%	TBD	Brio	Annually	Begin in FY 2004
Retention rate for MBA Fellows	3 year retention rate	75%	TBD in FY 2006	Brio	Annually	Begin in FY 2006
Number participating in mentoring programs	Count of those in mentoring program	100	TBD in FY 2004	HR reports	Annually	Begin FY 2004
FHCS #17 – Supervisors/ team leaders in my work unit provide employee(s) with the opportunities to demonstrate their leadership skills.	Percent who agree or strongly agree	60% favorable	56.2%	FHCS	Biennial	Next survey in FY 2004
FHCS #20 – Leaders generate high levels of motivation and commitment in the workforce.	Percent who agree or strongly agree	40% favorable	34.6%	FHCS	Biennial	Next survey in FY 2004
FHCS #46 – My training needs are assessed.	Percent who agree or strongly agree	50% favorable	45.4%	FHCS	Biennial	Next survey in FY 2004
FHCS #67 – How satisfied are you with the training you receive?	Percent satisfied or very satisfied	60% favorable	52.1%	FHCS	Biennial	Next survey in FY 2004
FHCS #68 – How satisfied are you with your job?	Percent satisfied or very satisfied	65% satisfied	67.3%	FHCS	Biennial	Next survey in FY 2004

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<b>Results-Oriented Performance Culture</b>						
Improvement in pockets of under-representation among management, professional, and mission-critical occupations	Percentage showing improvement	Improve in 20% of pockets	FY 2003	Brio	Quarterly	Ongoing
Diversity measures for minority groups and women	Percentage of employment compared with CLF	Improve in general	FY 2003	Brio	Quarterly	Ongoing
Performance standards linked to organizational goals	Percentage of managers and employees with linkage	60%	TBD FY 2004	Survey	Annual	Survey in FY 2004
FHCS #36 – Our organization's awards program provides me with an incentive to do my best.	Percent who agree or strongly agree	35% favorable	28.9%	FHCS	Biennial	Next survey in FY 2004
FHCS #39 – I am held accountable for achieving results.	Percent who agree or strongly agree	80% favorable	83.4%	FHCS	Biennial	Next survey in FY 2004
<b>Talent</b>						
1 and 3-year turnover rates for mission-critical occupations	1 and 3 year separations divided by total hired in FY	1 yr rate < 10%, 3 yr < 25%	TBD in FY 2004	Brio	Annual	FY 2004
Number of hires through targeted hiring programs.	Count of those hired	Increase in count	TBD in FY 2004	Brio	Annual	FY 2004
Conversion rate for SCEP	Number of conversions divided by total SCEP employment	40%	52 of 155, 33.5%	Brio	Annual	FY 2004
Number of HR flexibilities utilized	Count of number of flexibilities utilized	Increase over baseline	TBD in FY 2004	Brio	Annual	FY 2004
FHCS #7 – Workforce has job relevant knowledge and skills to accomplish organizational goals.	Percent who agree or strongly agree	75% favorable	73.4%	FHCS	Biennial	Next survey in FY 2004
FHCS #15 – My work unit is able to recruit people with the right skills.	Percent who agree or strongly agree	50% favorable	43%	FHCS	Biennial	Next survey in FY 2004
<b>Accountability</b>						
DOL PMA Scorecard Status and Progress Ratings	Measure of accomplishment	Green	Green	OMB, HRC	Quarterly	Ongoing
Time-to-fill (dependent on e-Recruit)	Average time to fill a position	TBD	TBD	TBD	Quarterly	TBD
Separations processing	Time to process: Retirement-deaths / other separations	80% / 70% in 30 days;	FY 2002	Brio	Quarterly	Ongoing
CPDF accuracy	OPM standard	96%	97%	OPM	Annual	Ongoing
FTE Utilization	FTE utilized / FTE authorized	98%	97.3%	OB	Annual	Ongoing